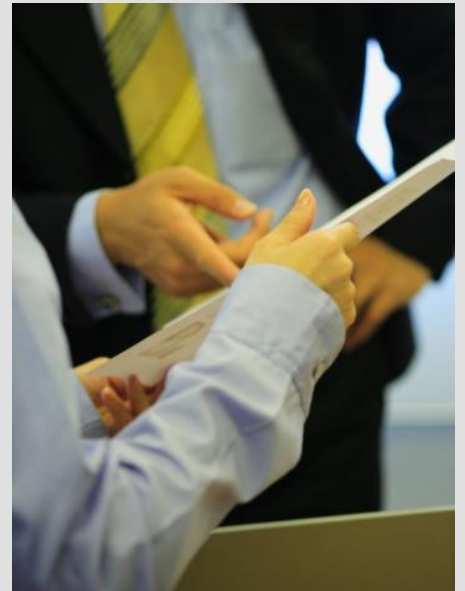




Certification made simple™



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## SECTION 1. WHY CERTIFY?

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ISO (International Standards Organization) is based in Geneva, Switzerland. It has over 16,000 internationally accepted standards to its credit. Its most popular standard is the ISO 9001 which defines, identifies and confirms quality benchmarks within the organization. ISO 9001 is helping thousands of companies worldwide to manage their processes to become more efficient and cost effective.

Within the parameters of ISO guidelines, OSS will help you with the following activities within your organization:

- Standards provide *Competitive Advantage* at a Local, Regional & International level. World's Top 1,000 companies have ISO Standards suggesting a link between *Success and Best Practice*
- *Document policies* and organizational objectives
- Identify the key processes in your company so that you may concentrate your efforts at *improving key processes*
- *Prepare work procedures* to define each of the important activities within the organization and ensure that you *use standard documents* to record day to day company operations
- Ensure that your organization is customer focused and thus *improve customer satisfaction*
- Provide guidelines on the planning process so that you are *better able to meet customer orders*
- *Clarify roles and responsibilities* so that everyone knows his scope of work and authority
- *Train your staff* to monitor and review the on-going operations and allow senior management to evaluate the performance
- Provide procedures and ongoing support so that *appropriate corrective action and preventive action is taken* when the quality of service or product falls below the target
- Provide the framework to ensure that your company tries to *continually improve* its products and services

This is summarized in the next diagram.



Figure 1: Why should you certify?

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## SECTION 2. ISO 9001 QUALITY MANAGEMENT SYSTEM

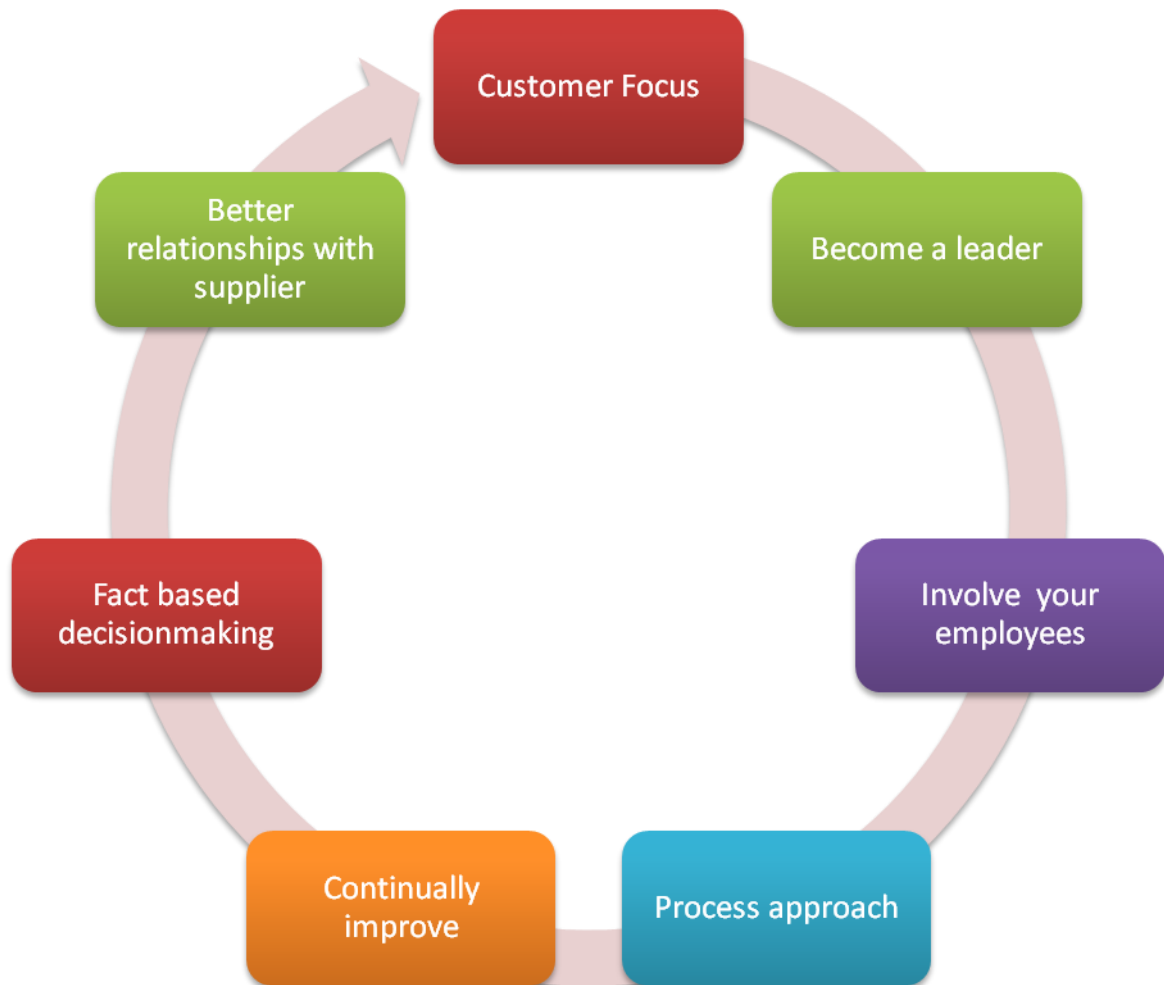
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Many of the leading companies worldwide have registered to the ISO 9001:2000 Quality Management System. The Quality Management System looks at the various aspects of the organization's management that directly impact the Quality of Products and Services provided to the firm's Customers. This standard will help you meet your quality targets and customer requirements more efficiently and effectively. Research shows that ISO 9001 registered companies gain an immediate competitive advantage over their rivals, and consistently achieve more sales and profits

It is based on the following 8 principles:

- **CUSTOMER FOCUS:** Since organizations depend on customers, their needs must be understood and met with the aim of enhancing customer satisfaction.
- *OSS shall audit the organization to see how it is meeting customer requirements. We shall review any documents that you use to collect customer needs before you fulfil them.*
- **LEADERSHIP:** Every organization must establish its strategic objectives and then create an environment to achieve its goals. Leadership is about enforcing the best way of working whenever possible.
- *OSS shall review the policies under which the organization is operating to make sure that they are being effectively supported by procedures and processes for efficient production.*
- **INVOLVEMENT OF PEOPLE:** An organization comprises of people. Employees at all levels must be fully involved to achieve organizational goals.
- *OSS shall review the organizational structure and advice on areas where human resources plans need to be modified.*
- **PROCESS APPROACH:** A process is a series of steps and actions necessary for transforming inputs to outputs. ISO advocates the need to identify and manage processes to achieve greater efficiency.
- *OSS shall review the various processes like purchasing, manufacturing and delivery to see if the organization is making the best use of its resources.*
- **SYSTEM APPROACH TO MANAGEMENT:** The systems approach looks at the organization as a collection of inter-related processes that need be managed to improve effectiveness and efficiency. The benefit of this system is that it provides staff with a better understanding of their roles and responsibilities. It also defines how specific activities should operate within the rest of the system.
- *OSS shall make an in-depth study of the inter-relation of various processes and advice on improving their efficiency.*

- **FACTUAL APPROACH TO DECISION MAKING:** Organizations must base their decisions on logical or intuitive data that has been analyzed. This requires rigorous documentation of key activities.
- *OSS shall review the data collection and analysis procedures and advice accordingly on how the Management Information System should be upgraded.*
- **CONTINUAL IMPROVEMENT:** Every activity, every process, every procedure can be improved. ISO encourages the culture for continual improvement within the organization.
- *OSS shall institute best practices so that the every employee is able to participate in the growth and development of the company.*
- **MUTUALLY BENEFICIAL SUPPLIER RELATIONSHIPS:** Suppliers are an important stakeholder within the ISO context as very it is the suppliers who create value for the customers. Therefore it is important to ensure that supplier relationships be managed in a mutually beneficial manner.
- *OSS shall review the purchasing and supplier management procedures so that the organization gets a good deal.*



**Figure 2: Key principles of ISO 9001 Quality Management System**



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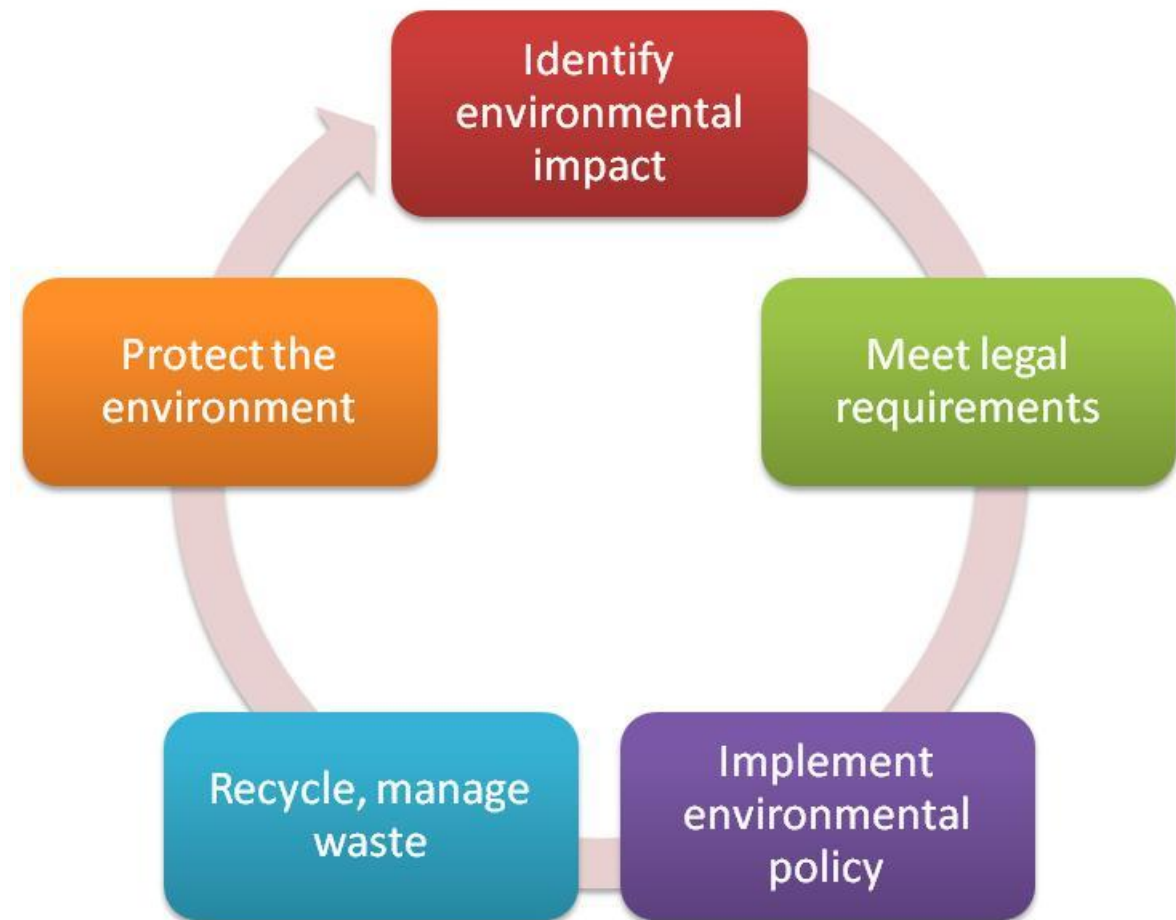
### SECTION 3. ISO 14001 ENVIRONMENT MANAGEMENT SYSTEM

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By becoming registered to the ISO 14001 Environment Management System you are committing to protecting the environment, preventing pollution and improving the overall environmental performance. Its key requirements and benefits are:

- **IDENTIFY ENVIRONMENTAL IMPACT** of any activity, product, or service
- *OSS shall review the environmental impact of the factory and institute procedures so that this is regularly checked as per your organizational policy.*
- **MEET LEGAL REQUIREMENTS**
- *OSS shall review the production and emission against the guidelines set by the local government to ensure compliance.*
- **DEVELOP AN ENVIRONMENTAL POLICY** to demonstrate the commitment to protecting the environment
- *OSS shall work with the top management develop a practical and effective environmental policy in line with international guidelines*
- **SET ENVIRONMENTAL OBJECTIVES** for all relevant functions and levels within the organization that is consistent with the environmental policy.
- *OSS shall work with all concerned departments to enable them to set an appropriate environmental objective*
- **IMPLEMENT ENVIRONMENTAL POLICY** by creating programs and allocating responsibility for implementing the environmental policy.
- *OSS shall allocate responsibility within the organizational matrix to implement the environmental policies.*
- **IMPROVE ENVIRONMENTAL PERFORMANCE** by monitoring, measuring, auditing and reviewing the Environment Management System. Taking appropriate corrective and preventive actions.
- *OSS shall help you assess and improve its environmental performance and train the staff to take the right action.*





**Figure 3: Key requirements of ISO 14001 Environment Management System**

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## SECTION 4. OHSAS 18001 HEALTH & SAFETY MANAGEMENT SYSTEM

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By becoming registered to the ISO 18001 Health & Safety Management System you are committing to upholding health and safety standards, eliminating or minimising risk to employees and other interested parties who may be exposed to such risks within the organization. Its key requirements and benefits are:

- **HEALTH & SAFETY POLICY** endorsed and authorised by the organization's top management
- *OSS shall assess the Health & Safety risks inherent in your business and ask you to review your organizational policy to minimise such risks. OSS shall work with the top management develop a practical and effective environmental policy in line with international guidelines*
- **PLANNING** for hazard identification, risk assessment and risk control. Organizations need to ensure compliance with legal requirements.
- *Once you have assessed the risks, they need to be controlled or mitigated. Every country has its own legal requirements around Health & Safety. You should plan to comply with these.*
- **IMPLEMENTATION & OPERATION** by documenting OH&S responsibilities and providing adequate resources including training for personnel.
- *OSS shall allocate responsibility within the organizational matrix to implement the various policies.*
- **CHECKING & CORRECTIVE ACTION** to monitor and measure OH&S performance. Accidents, incidents, non-conformances must be investigated. Corrective and preventive actions must be taken.
- *One also needs to regularly monitor its performance and see if any time has been lost to injury or accidents. The causes of such incidents need to be investigated and corrected. Preventive actions need to be taken. This will also require suitable training.*
- **MANAGEMENT REVIEW** by top management to review the suitability, adequacy and effectiveness of the OH&S management system.
- *OSS shall work with all concerned departments to enable them to set an appropriate H&S objective and review them periodically*



**Figure 4: Key requirements of OHSAS 18001 Health & Safety Management System**

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## SECTION 5. ISO 27001 INFORMATION SECURITY MANAGEMENT SYSTEM

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In the context of this standard, the term information includes all forms of information - data, documents, communications, conversations, messages, recordings, and photographs. It includes everything from digital data and email to faxes and telephone conversations. The key benefits are:

- **DEFINE ISMS POLICY** including the approach to risk assessment, identifying, analyzing and evaluating security risks and controls.
- *Information security risks may be a major area of concern for organizations that store or transmit a lot data – either electronically or otherwise. Have you defined an appropriate policy that covers all staff and all operations including people you outsource your work to? OSS will help you with this area.*
- **IMPLEMENT AND OPERATE THE ISMS** by developing a risk treatment plan to manage the organization's information security risks, implement security controls, educational programs and security procedures.
- *Key to implementing the security policy is to conduct a thorough risk assessment and identifying the risks. Is your staffs trained to appropriately manage various information resources? OSS will help you with this function.*
- **MONITOR AND REVIEW THE ISMS** by using procedures and controls, performing regular internal audits, updating information security plans.
- *You will need to initiate an internal audit mechanism to monitor and review the risks and control measures on a periodic basis. OSS will help you in this area by running training programs.*
- **MAINTAIN AND IMPROVE THE ISMS** by taking preventive & corrective actions.
- *The certification also helps you to continually improve on your security performance by measuring success against benchmarks.*

## SECTION 6. THE INTEGRATED MANAGEMENT SYSTEM

OSS Certification's services are developed around its unique "Integrated Management System" which consists of a comprehensive range of 'Documents and Forms' as 'Templates' providing ready-made pick-and-mix resources for companies to use within their management system. These templates are available in hardcopy and electronic format.

*A key advantage for companies implementing an Integrated Management System is that one system will meet the certification requirements of many ISO Management Standards, thus saving companies time, expense and crucial resources.*



### 6.1 The OSS Approach

We believe every organization is different in terms of its unique circumstances and needs. OSS therefore spends time to understand your business before advising you on how the certification fulfils those objectives. Whether it is strengthening your management capabilities, efficiency and productivity through the introduction of a Quality Management System (QMS) we are qualified to help you.

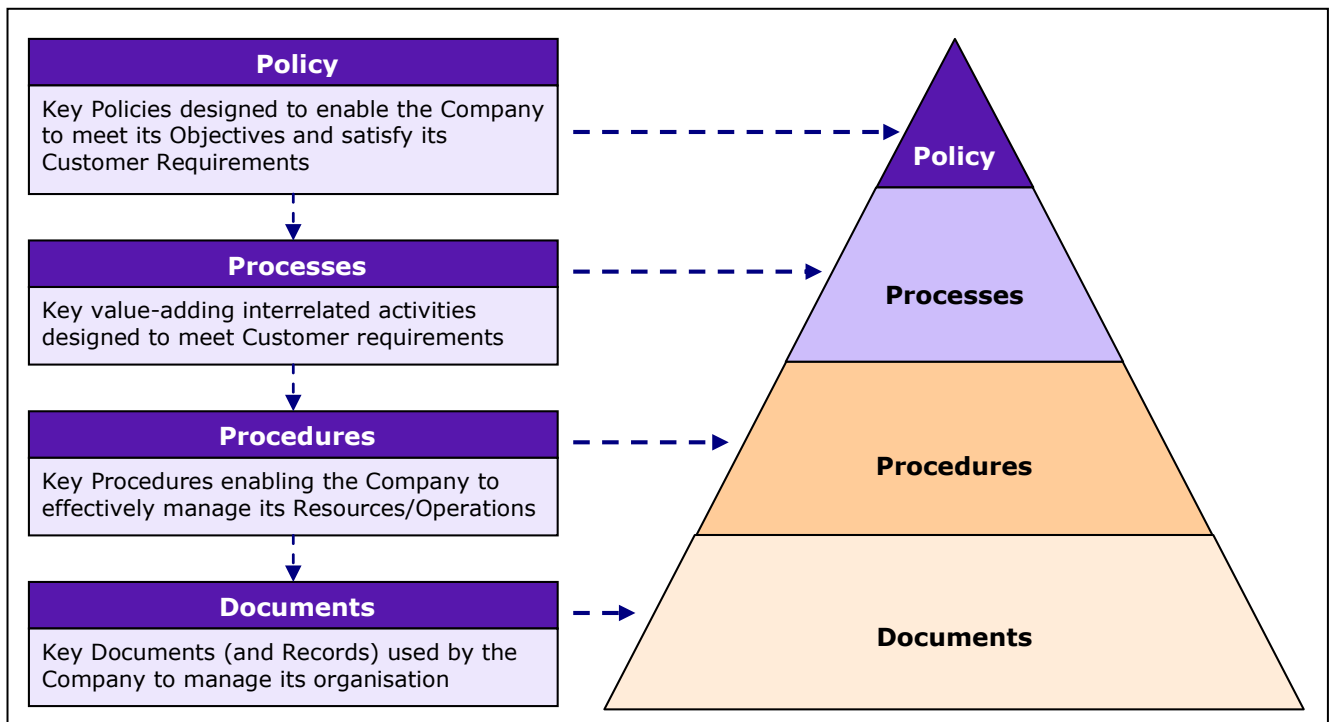
The QMS developed by us includes all necessary Policies, Processes and Working Procedures covering all aspects of management and operations that directly impact the quality of products and services you provide your Customers.

### 6.2 The Management System Hierarchy

The figure shown in the next page is an illustration of the QMS hierarchy that is as followed by OSS. Our proposal is to use a top-down approach in implementing the QMS. The QMS will be designed on existing policies and work procedures by implementing suitable processes and documents to support them.

Such a system will improve the transparency, consequently relationship with all stakeholders and efficiency in decision-making process. By working around the organization the system proposed by OSS will be easy to handle as it is tailored on existing work procedures. At the same time by building in the discipline of processes

it will be able to introduce new corporate culture and impact the organizational behaviour.

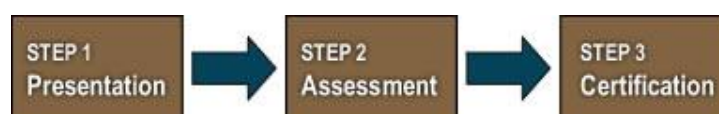


### 6.3 The Certification Methodology

The OSS implementation methodology is based on three 'Key Principles' which guarantee successful Certification and Compliance:

|              |  |
|--------------|--|
| Principle 1: | 'Keep it Simple.'  |
| Principle 2: | 'Make Standards fit organisations.'                              |
| Principle 3: | 'State what you do, Do what you state and Prove that you do it.' |

Therefore the OSS 'Certification Made Simple' process involves just 'three simple steps' as detailed below.



Your consultant will conduct a detailed Business Review by interviewing the key stakeholders. This is followed by a Gap Analysis which will highlight any 'gaps'



between your company's existing management system and the requirements of relevant ISO Standard(s). This will help with your Pre-assessment and Initial Assessment stages.

You will be asked to fill several checklists, and forms that will help your consultant understand the key organizational processes. The Business Review and Gap Analysis process is a pre-requisite for the development of your company's Integrated Management System which will comply with certification requirements of ISO Standards.

## **6.4 The Consulting Methodology**

OSS will put together a scope for the project consultancy based on defined management objectives. This usually includes the following:

- (a.) OSS shall form a task force by selecting key staff (managers) from your organization that will coordinate the information exchange between us and your organization. This is also important in the subsequent implementation phase.
- (b.) Our team of consultants will base their recommendations on the ISO principles and seek suitable approval from your organization's management.
- (c.) Our consultants are capable of performing annual audits which is a requirement of ISO. In addition we will help in the selection of suitable candidates within your organization to function as internal audit teams.
- (d.) The QMS designed by OSS Certification is based on the key ISO principle of continual improvement. We will therefore set a process in place that allows the continuous refinement of policies, procedures and documentation.



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## SECTION 7. SCOPE OF WORK: WHAT OSS WILL DO

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Our scope of work includes the following:

### **7.1 Assess existing Management System**

Every organization runs its own unique management system which consists of roles and responsibilities assigned to key staff and various procedures followed during the course of work. Some organizations have their management system documented and others don't. When OSS assesses your management system it also looks to see to what extent you are already meeting the ISO guidelines. For example, do you plan before you execute? Do you take customer feedback? Do you have the necessary resources to carry out various tasks? Following an assessment (which we call Business Review) we do a Gap Analysis to identify areas for improvement.

### **7.2 Consult and Prepare the ISO Management System**

The Management System developed by us includes all necessary Policies, Processes and Working Procedures covering all aspects of management and operations that directly impact the Quality of Products and Services we provide to our Customers.

You shall also receive a certificate confirming your registration status for the ISO standards. This information will be updated on the ISO register database. You shall receive standard ISO updates and continuous email support on ISO related queries.

You shall also receive a username password to access various templates that can be downloaded and used in your company.

### **7.3 Training and Implementation of ISO standard**

It is a requirement to maintain your ISO status that you do one internal audit before the external audit. One designated staff from each site will receive Internal Auditor training. This training shall be held once where all designated Quality Managers shall attend.

In addition the key management personnel shall receive implementation training on how to effectively roll out the ISO standards within the organization.



After certification OSS also delivers a comprehensive support package which includes the following key features:



You receive all these benefits from the day you are certified. Your staff can email our team of experts at any time or book appointments to meet the consultant in case they want clarification on the ISO standards. From time to time we may hold free training sessions as well.



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## SECTION 8. DESCRIPTION OF TRAINING PROGRAMS

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OSS provides on-site training or off-site training with related training materials to the designated members of staff following the successful implementation of the ISO 9001:2000 QMS.

|                                      |   |
|--------------------------------------|---|
| <b>Course title:</b>                 | ▶ Internal Auditor Programme  |
| <b>Certified by:</b>                 | OSS Certification -   |
| <b>Accredited by:</b>                | International Accreditation Agency (JAZ-ANZ)  |
| <b>Who should study this course:</b> | ▶ All personnel conducting Internal Audits for Management Systems<br>▶ All personnel involved in gaining ISO Standards  |
| <b>Course contents</b>               | ▶ Introduction to the Course<br>▶ Learning Objectives & Learning Outcomes<br>▶ Introduction to Quality Concepts<br>▶ Background to Auditing<br>▶ Differences between External and Internal Auditing<br>▶ Requirements of an Internal Audit Programme<br>▶ Internal Audit Preparation and Checklists<br>▶ Internal Audit Reports<br>▶ Internal Audit Reporting<br>▶ Follow-Up and Corrective Action<br>▶ Auditor Guidelines  |
| <b>Benefits for the learner</b>      | ▶ Learners can complete the Course at their own pace<br>▶ Clear Learning Objectives & Learning Outcomes are set for the Learner<br>▶ Learners become aware of the history of Auditing<br>▶ Learners understand the Auditing process<br>▶ Learners use Internal Auditing Report Templates<br>▶ Learners gain an overview of four management standards<br>▶ Learners have access to a comprehensive range of OSS Auditor Guidelines<br>▶ On completion of the Course Learners receive an accredited Certificate of Learning |
| <b>Benefits for the business:</b>    | ▶ ISO requires certified companies to conduct Internal Audits by qualified personnel<br>▶ The organisation will have a Licensed Internal Auditor to conduct Internal Audits<br>▶ The organisation will be better able to gain Certification and retain its Registration   |
| <b>Certificate:</b>                  | ▶ Candidates successfully completing this Course receive a Certificate of Learning from OSS Certification Limited   |
| <b>Duration</b>                      | ▶ 1 day   |
| <b>Language</b>                      | ▶ English.  |
| <b>Location</b>                      | ▶ On-site or off-site   |